



# Empowering Federal Agencies with Automated Enterprise Asset Management

An Accenture  
Federal Services  
and ServiceNow  
Perspective

Every day, organizations rely on a range of physical enterprise assets to execute key business functions. These assets include buildings, equipment, machinery, vehicles, IT equipment, and other tangible items relevant to an organization's operations. As asset volume and management complexity increase, manual processes often inhibit full transparency and control. The solution to these challenges lies in the comprehensive automation of enterprise asset management (EAM).

Federal agencies are embracing EAM software to make well-informed decisions about assets, optimize resource allocation, and prolong investment lifespan. To achieve time and cost savings, Accenture Federal Services helps organizations implement ServiceNow Enterprise Asset Management digital workflows for process modernization and transformation.

Accenture Federal Services and ServiceNow have come together to outline challenges, advantages, and opportunities for federal agencies seeking to optimize their asset management.



# Federal Challenges

## Regulatory Complexity

Federal agencies face a tangled web of regulations, policies, and compliance demands, complicating asset management practices such as procurement, disposal, and reporting.

## Security and Compliance

Protecting assets from theft, unauthorized access, and cyber threats while complying with stringent security standards and data privacy regulations pose ongoing challenges.

## Limited Visibility

Tracking asset locations, conditions, and utilization is hindered by the sheer volume and variety of assets, impeding effective decision-making and resource allocation.

## Asset Diversity

Managing the complexity that comes with a broad array of assets, from IT equipment to facilities, presents challenges in coordinating lifecycles, maintenance, and tracking methods.

## Budget Constraints

Balancing limited resources with the requirement to maintain and upgrade assets can be a significant challenge, especially with aging infrastructure, legacy systems, and deferred maintenance backlogs.

## Legacy Systems

Maintaining outdated legacy systems and manual processes leads to inefficiencies and data inaccuracies due to siloed data and disjointed workflows.

## Change Management

Implementing new systems requires overcoming resistance to change and centering user needs.

# Value Drivers

## Compliance and Accountability

Ensures federal agencies comply with regulations, providing a transparent record of asset-related activities.

## Proactive Maintenance and Risk Mitigation

Reduces risk by tracking and managing through asset lifecycle, from planning to disposal.

## Maximizing Transparency

Contributes to security by providing visibility into asset locations and maintenance history.

## Optimized Resource Allocation

Improves return on enterprise assets, control capital, and operating costs.

## Stewardship of Public Resources

Supports responsible stewardship by optimizing the use of assets, ensuring efficient use of taxpayer dollars.

## Data-driven Decision Making

Provides real-time data for informed, evidence-based decisions on asset investments, replacements, and upgrades.

## Increased Operational Efficiency

Streamlines systems and operations to reduce manual effort and errors.

## Enhanced User Experience

Increases user adoption powered by tailored training and support for employees.

ServiceNow's annual ITAM survey found that IT asset management teams expect to see higher levels of automation, greater attention to ESG initiatives, and expansion beyond IT assets in the next 6-18 months.



# Maximizing & Scaling Enterprise Asset Management

As existing ServiceNow customers progress in their platform adoption, Enterprise Asset Management emerges as a natural step in their roadmap, following IT Operations Management and IT Asset Management. Enterprise Asset Management offers integration flexibility to complement an organization's unique modernization and transformation journey.

One approach is initiating an agency's asset inventory management journey with Enterprise Asset Management, leveraging its capabilities to populate their enterprise asset inventory. Because Enterprise Asset Management offers significant value through its seamless integration with Field Service Management (FSM) and Workplace Service Delivery (WSD), they can subsequently use FSM to streamline

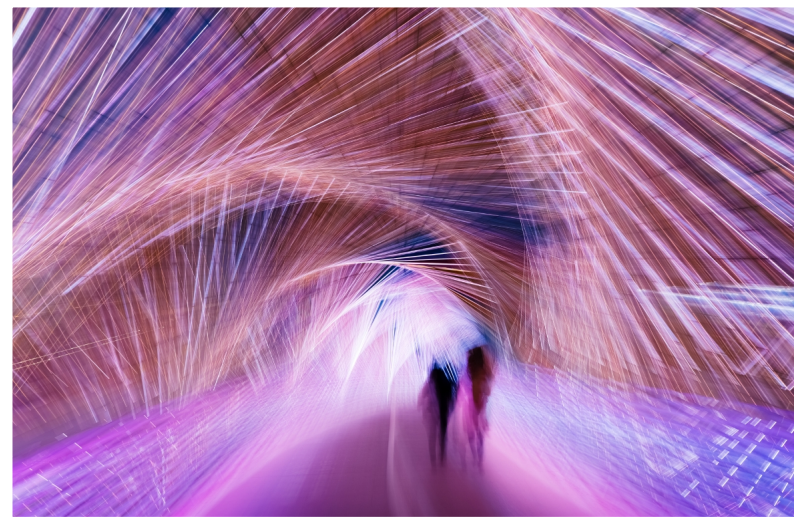
maintenance, repair, and other operational lifecycle workflows.

Another approach is to start their journey with FSM to manage field service operations and subsequently integrating Enterprise Asset Management allows for a comprehensive approach to asset and workflow management. This strategic progression aligns with the overarching goal of enhancing enterprise resource planning (ERP) capabilities within the ServiceNow ecosystem.

## Accenture's ServiceNow Enterprise Asset Management Transformation

Accenture is transforming the way the company tracks and manages software, hardware, and workplace assets globally. The ServiceNow Enterprise Asset Management solution streamlines processes and manages the asset lifecycle, enhancing transparency, meeting accessibility guidelines, and automating governance and compliance.

Our project team has migrated an initial 800,000 assets from disparate tools to the ServiceNow platform. Over a three-year period, this number will reach 4 million assets—worth a collective 2 billion dollars. In just one Accenture location, the introduction of the mobile application to manage assets through their life cycles reduced time spent resolving location discrepancies by 40%,



reduced the time to perform asset audits by 50%, and improved asset issue resolution time by 25%.

Capitalizing on our Enterprise Asset Management transformation and a track record of federal implementations, Accenture offers dedicated expertise to make Enterprise Asset Management a reality for your organization.

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